
THE DELIVERY OF THE SHORT-TERM RESTORATIVE CARE PROGRAMME

1. What is Short-Term Restorative Care (STRC)?

The STRC Programme is an early intervention programme which aims to reverse and / or slow 'functional decline' in older people and improve wellbeing through the delivery of a time-limited (up to 56 paid days), intensive, goal-oriented, multidisciplinary and coordinated range of services designed for, and approved by the care recipient. STRC services can be delivered in the home, the community, an aged care home, or a combination thereof.

The programme is ideal for people who are:

- goal-oriented and have the desire to return to earlier or improved levels of independence; and are
- not receiving a Commonwealth subsidised home care package, residential care or transition care.

2. Who can receive STRC?

To receive STRC a person must be:

- experiencing functional decline that is likely to be reversed or slowed through short-term restorative care;
- at risk of losing independence to such a degree that, without STRC, it is likely that the person will require home care, residential care or flexible care provided through a multi-purpose service.

Additionally they must not:

- be currently receiving (or on leave from) residential care, home care through a Commonwealth home care package or transition care;
- be eligible to receive transition care if the person applied for it;
- have at any time during the six months before the date of assessment, received flexible care in the form of transition care;
- have at any time during the three months before the date of assessment, been hospitalised for a condition related to the functional decline which would be the focus of that episode of short-term restorative care;
- be receiving end of life care; and
- receive more than two episodes of short term restorative care in any 12 month period if they receive the proposed episode.

Persons who receive services via the National Disability Insurance Scheme (NDIS), Commonwealth Home Support Programme (CHSP), or Department of Veterans Affairs programs may be eligible for STRC.

3. How can someone access STRC?

To receive STRC services a person will need to be assessed by an Aged Care Assessment Team (ACAT) assessor and approved for STRC by an ACAT delegate.

To arrange for an assessment, prospective care recipients (or their nominated representatives) need to contact My Aged Care on 1800 200 422 between 8am and 8pm Monday to Friday and 10am to 2pm on Saturdays.

ACAT assessors conduct comprehensive assessments of their client's physical, medical, psychological, cultural, social and restorative needs. Following this assessment, they determine whether or not the client meets the eligibility criteria set out in the *Approval of Care Recipients Principles 2014*. Each assessment considers the client's individual circumstances and needs.

4. Where is STRC available?

STRC is available in every state and territory. A list of all STRC providers is published on [My Aged Care](#),¹ together with contact details. The provider list as at December 2017 is also attached to the end of this document.

5. STRC multidisciplinary care

STRC is delivered using a multidisciplinary care model by multidisciplinary teams (MDTs). Each episode of STRC can be broadly split into three phases: a care planning phase, a service delivery phase, and an exit phase. The involvement of MDTs is a key aspect of the care planning and service delivery phases.

Three or more specialist care providers from different disciplines collaborate to provide each client with comprehensive, outcome-focused treatment. MDT members are selected according to care recipient needs, with one exception:

One of the three members of the multidisciplinary team must be a medical clinician (i.e., a General Practitioner (GP) or geriatrician) to ensure that any underlying clinical issues are identified.

¹ <http://www.myagedcare.gov.au/short-term-restorative-care/accessing-short-term-restorative-care>

In the care planning phase, the medical clinician along with the other members of the MDT will work with care recipients to identify goals and plan therapies/ services to meet those goals.

The number and type of specialists involved in a care recipient's treatment during the service delivery phase is determined by the level of care needed, the outcome sought, and the care recipient's preferences.

Having multidisciplinary care at the centre of STRC allows care recipients to receive comprehensive and unified treatment that supports undertaking the activities of daily living.

Disciplines that may form a part of the MDT include (but are not limited to):

- Registered Nurse
- Orthotist
- Audiologist
- Pharmacist
- Community health worker
- Physiotherapist
- Dental hygienist
- Podiatrist
- Certified Accredited Dietitian
- Optometrist
- Exercise physiologist
- Psychologist
- Occupational therapist
- Social worker
- Osteopath
- Speech pathologist

6. The role of GPs in the delivery of STRC

GPs support STRC care delivery through consultation, diagnosis and advice. For example a GP may:

- refer an existing patient to My Aged Care so they can access information on ageing and aged care, have their needs assessed and be supported to locate and access services available to them.
- be engaged to participate in an STRC MDT to ensure that underlying health conditions are diagnosed, treated, and considered during care plan design.

Participation in MDTs may be through phone consultation / written collaboration and may not include or require face-to-face involvement.

To refer a patient on to My Aged Care, which may result in a referral for an independent and holistic assessment of the older person's needs, it is preferred that GPs either:

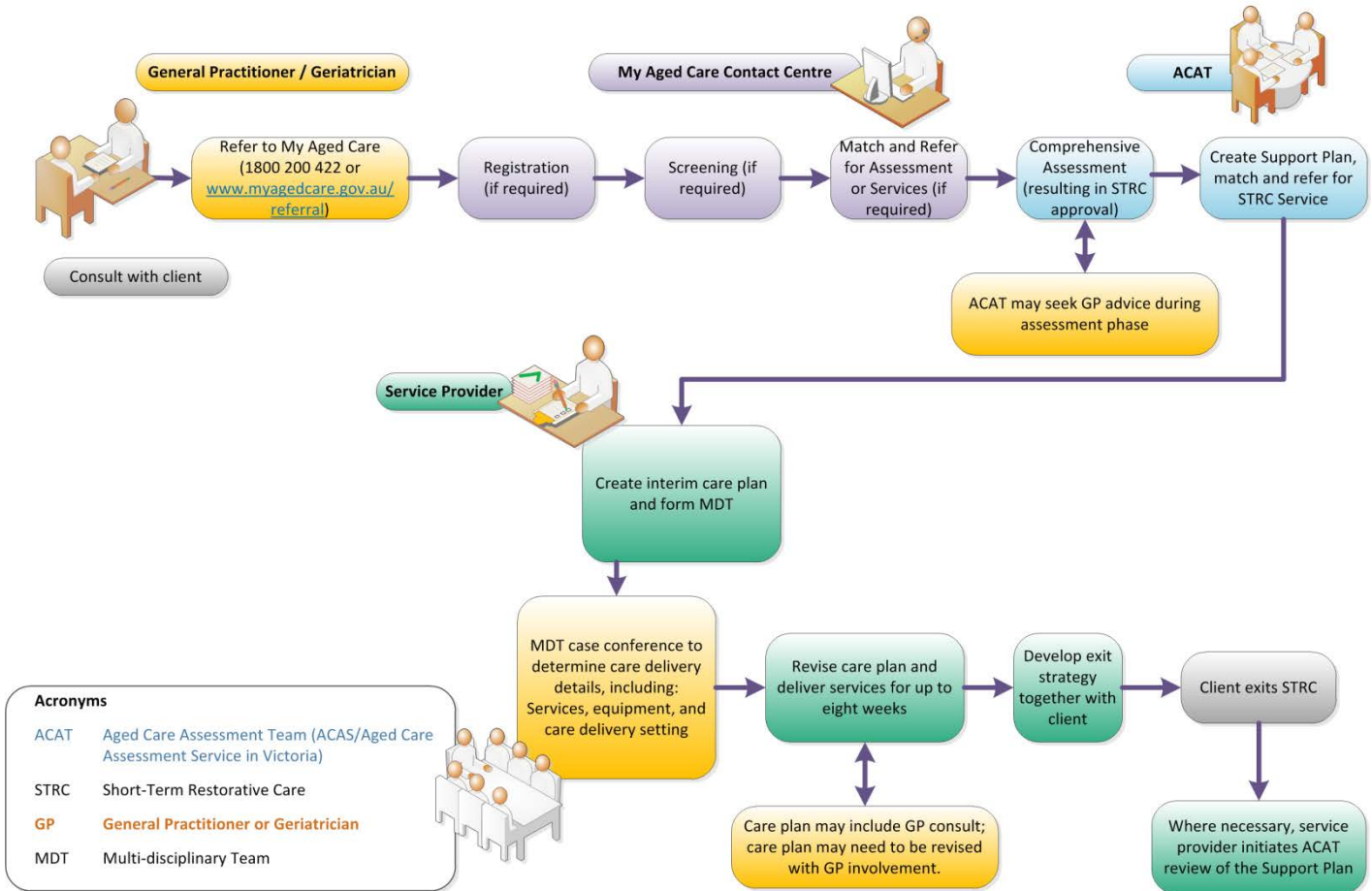
- Use the online [health professional referral form](#);² or
- Call the My Aged Care contact centre on **1800 200 422**.

More information on My Aged Care and the process for referring older patients to aged care services can be found on the My Aged Care health professionals [website](#).³

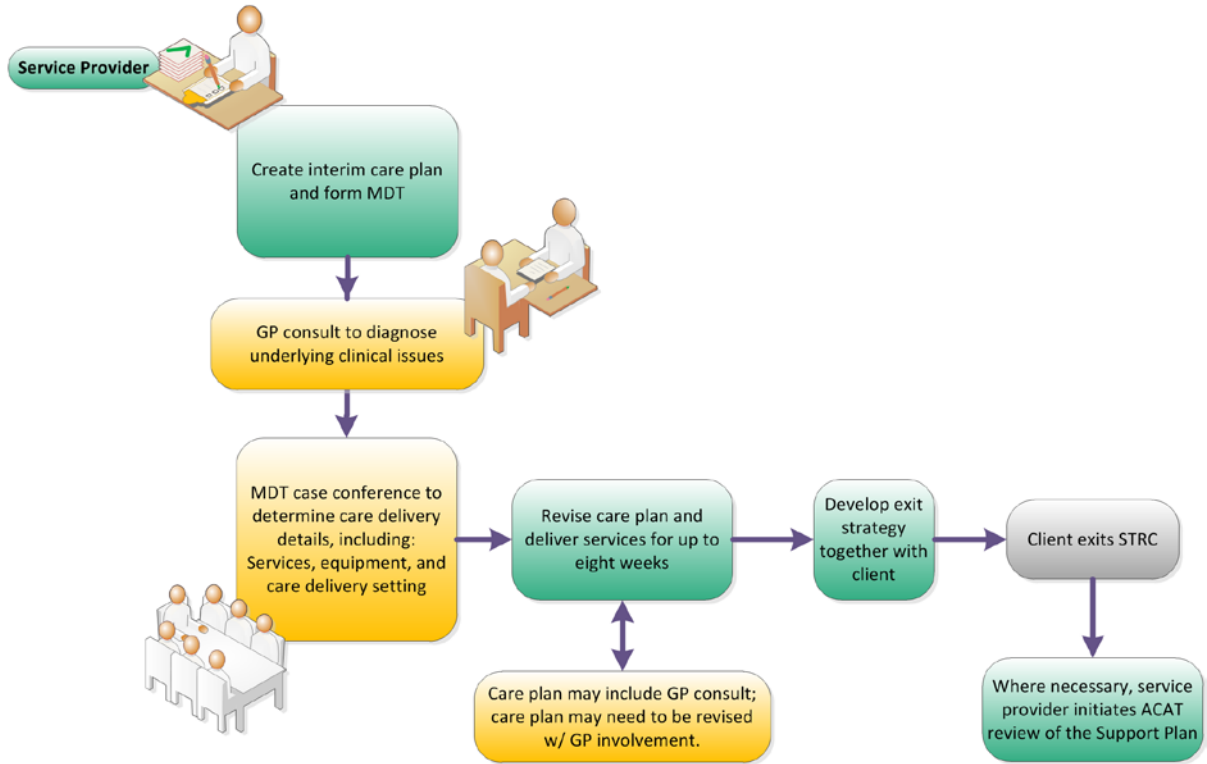
² <https://www.myagedcare.gov.au/referral>

³ <https://www.myagedcare.gov.au/for-health-professionals>

GP involvement in STRC delivery
(GP initiated referral of known client)



GP involvement in STRC delivery
(provider initiated request for GP to join MDT)



Key Resources	
Department of Health STRC web page	https://agedcare.health.gov.au/programs-services/flexible-care/short-term-restorative-care-programme
My Aged Care Health Professionals web page	http://www.myagedcare.gov.au/for-health-professionals
My Aged Care General Practitioners Fact Sheet	https://agedcare.health.gov.au/programs/my-aged-care/general-practitioner-fact-sheet-june-2016-update
STRC Programme Manual	https://agedcare.health.gov.au/programs/flexible-care/short-term-restorative-care-programme/short-term-restorative-care-programme-manual
STRC Frequently Asked Questions	https://agedcare.health.gov.au/programs/flexible-care/short-term-restorative-care-programme/short-term-restorative-care-frequently-asked-questions
Your guide to short-term restorative care booklet	https://agedcare.health.gov.au/programs/flexible-care/short-term-restorative-care-programme/your-guide-to-short-term-restorative-care
Department of Health PHN web page	http://www.health.gov.au/PHN

STRC Providers December 2017

State	Provider	Service Name	Address	Phone Number	Email	Website	Residential	Home/Community
ACT	The Uniting Church in Australia Property Trust (NSW)	Uniting Church in Australia Mirinjani Retirement Village	27-29 Napier Close DEAKIN ACT 2600	1800 486 484	CommunityCareIntake@uniting.org	www.uniting.org	YES	YES
NSW	ADSSI HomeLiving Australia	ADSSI HomeLiving Australia	3A Pioneer Avenue TUGGERAH NSW 2259	1300 478 578	info@adssihomeliving.com.au	www.adssihomeliving.com.au	NO	YES
NSW	annecto Inc	annecto STRC - Orana Far West	41-79 Crystal Street BROKEN HILL NSW 2880	(03) 5021 5456	FarWestNSW@annecto.org.au	www.annecto.org.au	NO	YES
NSW	Bay and Basin Community Resources Inc	BBCR Short Term Restorative Care Service	18 Sanctuary Point Road SANCTUARY POINT NSW 2540	(02) 4422 7422	rm@bbcri.com.au	bbcri.com.au	NO	YES
NSW	Clarence Valley Council	Clarence Care & Support	50A River Street MACLEAN NSW 2463	(02) 6645 0400	supportservices@clarence.nsw.gov.au	www.clarencecareandsupport.com.au	NO	YES
NSW	EACH	EACH Port Macquarie Short Term Restorative Care Program	Suite 4 10-12 Short Street PORT MACQUARIE NSW 2444	1300 003 224	info@each.com.au	www.each.com.au	YES	YES
NSW	HammondCare	Hammond Community Care - Hornsby Ku-Ring-Gai	Suite 202 280 Pacific Highway LINDFIELD NSW 2070	(02) 8788 3900	strcprogramme@hammond.com.au	www.hammond.com.au	YES	YES
		Hammond Community Care - South East Sydney	19 Kiama Street MIRANDA NSW 2228					
		Hammond Community Care - South West Sydney	Level 1 11-23 Judd Avenue HAMMONDVILLE NSW 2170					
NSW	Lutheran Aged Care Albury	Dellacourt	42 Nicholson Place ALBURY NSW 2640	(02) 6042 1176	emma.williamson@lacialbury.com	www.lacialbury.com	YES	YES
NSW	Multicultural Care	Multicultural Aged Care	Suite 30 532 Canterbury Road CAMPSIE NSW 2194	(02) 9718 6199	referrals@multiculturalagedcare.org.au	www.multiculturalagedcare.org.au	NO	YES
NSW	The Uniting Church in Australia Property Trust (NSW)	UnitingCare Ageing Westmead Community Services Dementia	Level 2 83 Flushcombe Road BLACKTOWN NSW 2148	1800 486 484	CommunityCareIntake@uniting.org	www.uniting.org	YES	YES
NSW	United Protestant Association of NSW Limited	UPA - Central West STRC	68 Nile Street ORANGE NSW 2800	(02) 6361 3322	cacs@centralwest.upa.org.au	www.upa.org.au	YES	YES
NT	Calvary Community Care	Tiwi Islands	Mulakunya Flexible Aged Care Services C/- Post Office Wurrumiyanga BATHURST ISLAND NT 0822	(08) 8985 6988	Philip.ventry@calvarycare.org.au	Calvary Community Care	YES	YES
NT	Northern Territory Department of Health	Northern Territory Transition Care Program	Floor 1 Casuarina Plaza Cnr Trower Road and Vanderlin Drive CASUARINA NT 0810	(08) 8922 7218	AgedCareUnitTEHS.DoH@nt.gov.au	https://nt.gov.au/wellbeing/health-subsidies-support-and-home-visits/aged-care-services	YES	YES

State	Provider	Service Name	Address	Phone Number	Email	Website	Residential	Home/Community
QLD	Feros Care Limited	Feros Care STRC QLD Darling Downs	Suite 303 The Strand 72 Marine Parade COOLANGATTA QLD 4225	1300 736 583	strc@feroscare.com.au	www.Feroscare.com.au	NO	YES
		Feros Care STRC QLD Logan River Valley	Suite 303 The Strand 72 Marine Parade COOLANGATTA QLD 4225					
		Feros Care STRC QLD South Coast	Suite 303 The Strand 72 Marine Parade COOLANGATTA QLD 4225					
		Feros Care STRC QLD West Moreton	22 Doonella Street TEWANTIN QLD 4565					
QLD	Hibernian (QLD) Friendly Society Ltd	BallyCara	16 Oyster Point Esplanade NEWPORT QLD 4020	(07) 3897 3200	info@ballycara.com	www.ballycara.com.au	YES	YES
QLD	integratedliving Australia Ltd	integratedliving Far North	2/151 Martyn Street Parramatta Park CAIRNS QLD 4870	1300 782 896	mail@integratedliving.org.au	www.integratedliving.org.au	NO	YES
QLD	Mercy Health and Aged Care Central Queensland Limited	Leinster Place STRC	3 Pearce Street NORTH ROCKHAMPTON QLD 4701	(07) 4926 6688	mhacadmin@mercyq.com	www.mercyq.com	YES	YES
QLD	Suncare Community Services Ltd	Suncare STRC North Brisbane	Suite 210 53 Endeavour Boulevard NORTH LAKES QLD 4509	(07) 5436 3900 (1800SUNCARE)	Info@suncare.org.au	www.suncare.org.au	NO	YES
		Suncare STRC South Brisbane	Suite 210 53 Endeavour Boulevard NORTH LAKES QLD 4509					
		Suncare STRC Sunshine Coast	Suite 7/1 Innovation Parkway BIRTINYA QLD 4575					
		Suncare STRC Wide Bay	4 Adams Street BUNDABERG QLD 4670					
SA	Aged Care & Housing Group Inc	ACH Group - ViTA North @ Home	163 Montacute Road NEWTON SA 5074	(08) 8360 9433	http://achgroup.org.au/contact/	www.ach.org.au	YES	YES
SA	Clinicare Pty Ltd	Clinicare STRC	287 Brighton Road SOMERTON PARK SA 5044	1300 364 724	info@clinicalcare.com.au	www.clinicalcare.com.au	NO	YES
SA	Country Health SA Local Health Network Incorporated	Country Health SA Local Health Network	Level 2 22 King William Street ADELAIDE SA 5000	(08) 8561 2186	Health.CHSACountryReferralUnit@sa.gov.au	www.sahealth.sa.gov.au	YES	YES
SA	Resthaven Inc	Resthaven Marion Community Services	43 Finnis Street MARION SA 5043	(08) 8296 4042	marioncs@resthaven.asn.au	www.resthaven.asn.au	NO	YES

State	Provider	Service Name	Address	Phone Number	Email	Website	Residential	Home/Community
TAS	Care Assessment Consultants Pty Ltd	Care Forward Northern Tasmania	Level 1 403 West Tamar Highway RIVERSIDE TAS 7250	1300 364 876	northreferral@careforward.com.au	www.careforward.com.au	YES	YES
		Care Forward North Western Tasmania	43 Best Street DEVONPORT TAS 7310		nwreferral@careforward.com.au			
		Care Forward Southern Tasmania	Level 2 6 Bayfield Street ROSNY PARK TAS 7018		southreferral@careforward.com.au			
VIC	annecto Inc	annecto STRC - Loddon Mallee	161-163 Langtree Parade MILDURA VIC 3500	(03) 5021 5456	mildura@annecto.org.au	www.annecto.org.au	NO	YES
VIC	Australian Unity Retirement Living Management Pty Ltd	Australian Unity Independent and Assisted Living	Level 2/818 Whitehorse Road BOX HILL VIC 3128	1300 160 170	https://www.australianunity.com.au/contact-us	www.australianunity.com.au	NO	YES
VIC	Baptcare Ltd	Baptcare - STRC	37/240 Plenty Road BUNDOORA VIC 3083	13 22 78	enquiries@baptcare.org.au	www.baptcare.org.au	YES	YES
VIC	Blue Cross Community Care Services Group Pty Ltd	Blue Cross Community Care Services Group- WMR	117 Camberwell Road HAWTHORN EAST VIC 3123	(03) 9828 1200	office@bluecross.com.au	www.bluecross.com.au	YES	YES
VIC	Bolton Clarke (formerly Royal District Nursing Service Limited)	STRC Southern Metro	31 Alma Road ST KILDA VIC 3182	1300 33 44 55	getinfo@boltonclarke.com.au	www.boltonclarke.com.au	NO	YES
VIC	Chinese Community Social Services Centre Inc	CCSSCI Chinese Restorative Care	Suite 9A & 19 Professional Suites Box Hill Central 17 Market Street BOX HILL VIC 3128	(03) 8848 0288	hcpp@ccssci.org.au	www.ccssci.org.au	NO	YES
VIC	EACH	EACH Eastern Metro Short Term Restorative Care Program	2/254 Canterbury Road BAYSWATER NORTH VIC 3153	1300 003 224	info@each.com.au	www.each.com.au	NO	YES
VIC	Feros Care Limited	Feros Care STRC VIC Grampians	Level 27 101 Collins Street MELBOURNE VIC 3000	1300 763 583	homecare@feroscare.com.au	www.feroscare.com.au	NO	YES
VIC	Moyne Health Services	Moyne Community Health	30-36 Villiers Street PORT FAIRY VIC 3284	(03) 5568 0100	reception@moynehealth.vic.gov.au	www.moynehealth.vic.gov.au	NO	YES
VIC	Multicultural Aged Care Services Geelong Inc	Multicultural Aged Care Services Geelong Inc	100 Weddell Road NORTH GEELONG VIC 3215	(03) 5202 5380	homeservices@macs.org.au	www.macs.org.au	YES	YES
VIC	Neerim District Soldiers' Memorial Hospital Inc	Neerim District Health Service	29-39 Main Road NEERIM SOUTH VIC 3831	(03) 5628 1226	info@neerimhealth.org.au	www.neerimhealth.org.au	YES	YES
VIC	The Carers' Phone Pty Ltd	Prompt Care STRC - WMR	109 Fergie Street FITZROY NORTH VIC 3068	1800 472 273	services@promptcare.com.au	www.promptcare.com.au	NO	YES
VIC	The Uniting Church in Australia Property Trust (Victoria)	Uniting AgeWell Northern Metro	130 Little Collins Street MELBOURNE VIC 3000	(03) 9416 8433	info@unitingagewell.org	www.unitingagewell.org	NO	YES
VIC	Villa Maria Catholic Homes Ltd	VMCH Community Services Northern Regional	190 Benalla Road SHEPPARTON VIC 3632	(03) 9926 2000	vmch@vmch.com.au	www.vmch.com.au	YES	YES

State	Provider	Service Name	Address	Phone Number	Email	Website	Residential	Home/ Community
WA	Amana Living Incorporated	Amana Living – Metro North STRC	71 Kinross Drive KINROSS WA 6028	(08) 9424 6300	spettigrew@amanaliving.com.au	www.amanaliving.com.au	NO	YES
		Amana Living – Metro South West STRC	22 Lefroy Road BULL CREEK WA 6149					
WA	Catholic Homes Incorporated	Catholic Homes STRC	224 Swan Street West GUILDFORD WA 6055	(08) 6454 1700	catholichomes@catholichomes.com	www.catholichomes.com	YES	YES
WA	Mercy Community Services Incorporated	Mercy Community Services Incorporated	185 Maddington Road MADDINGTON WA 6019	(08) 9442 3498	corporate@mercyare.com.au	www.mercycare.com.au	NO	YES
WA	Silver Chain Group Limited	Short Term Restorative Care	91 Seymour Street ALBANY WA 6330	(08) 9242 0242	screfferals@silverchain.org.au	www.silverchain.org.au	NO	YES
		Short Term Restorative Care	1 Mitchell Crescent BUNBURY WA 6230					